

Cable Advisory Committee Meeting

Thursday, April 21, 2010

Room 49, Town Hall

7:30 p.m.

Attendees Tarrance Lobo, Brand Marnard, and Michael Geis

Also present at the meeting: Richard Calandrella (ACAT) Mike Gowing (Selectman)

Meeting was called to order at 7:40 pm

Citizen's concerns:

Mike Gowing discussed an email he just received from Verizon. They are now emailing their customers their bill and making several changes to Verizon-customer relationship. Verizon stated that they could in limited cases change the password on the router at you home for security. It was assumed that they were addressing the router supplied by Verizon to the customer and not the costumer's own router. Several people in town have several year contracts with Verizon. If the customer breaks the contract there is a significant money penalty. Does Verizon have the ability to arbitrarily change that contract?

Audubon Hill residents have been complaining for some time about phone service supplied by Comcast, clicks and dropped calls. It appears that NStar's power lines are interfering with reception. The contractor put in the coax cable now used by Comcast. It is likely the NStar and Comcast will blame the other for the problem. It was recommended that we get Comcast, NStar, and the management of Audubon Hills together in meeting to address the problem.

Verizon is still trying to change the law so as to negotiate a contract with the State, Massachusetts, instead of the towns individually. This has been a controversial topic for several years.

The minutes for the Cable Advisory Committee, December 9, 2010; February 11, 2011; and and March 9, 2011 were accepted with corrections. The committee members would look for the minutes or notes for the January 2011 meeting.

Meeting adjourned at 8:40. Minutes take by Mike Geis